

STATE OF ALABAMA
DEPARTMENT OF MENTAL HEALTH
RSA UNION BUILDING
100 N. UNION STREET
POST OFFICE BOX 301410
MONTGOMERY, ALABAMA 36130-1410
www.mh.alabama.gov

November 19, 2021

RFP 2022-17

Dear Vendor:

The Alabama Department of Mental Health (ADMH) is soliciting proposals for **telehealth** equipment and training. Request for Proposals (RFP) will be accepted until **2:00 pm on Monday, December 20, 2021**.

The submission of a proposal does not guarantee the award of a contract. Any contract resulting from the proposal is not effective until it has received all required governmental approvals and signatures. In addition, the selected vendor shall not begin performing work under this contract until notified to do so by the departmental contracting agent.

When submitting a proposal, please read the entire RFP document and return your proposal in the requested format. All proposals should be submitted in ink or typed and contain an original signature. Submissions should be delivered to:

AL Department of Mental Health
Office of Contracts & Purchasing
100 North Union Street, Suite 570
Montgomery, AL 36104

MAILING NOTE: Proposals may be sent via Regular US Postal Service (USPS) Mail, Express/Overnight USPS Mail, commercial delivery service such as FedEx or UPS, or hand delivered by the closing date and time. Emailed or faxed responses are **not** accepted. Also, please note: All US Postal mail, including express/overnight mail that is dispatched to any State agency is processed thru the State mail facility before it is forwarded to the appropriate State agency, thus delaying its arrival to the department. By using the USPS, you assume the risk of delay that may result in your proposal being received late and therefore being determined to be untimely and will not be reviewed. Postmarks of the date mailed are insufficient; the proposal must **physically** be received at the listed office by the date and time specified regardless of the delivery service used. **All proposals received after the deadline will be deemed untimely and will not be reviewed.**

Sincerely,

Cedric Harrison

Cedric Harrison, Purchasing Director
Office of Contracts & Purchasing

Organization: ALABAMA DEPARTMENT OF MENTAL HEALTH (ADMH)

RFP Closing Date & Time: **2:00 pm on Monday, December 20, 2021**
Review the mailing note.

RFP Contact Info: Leola Rogers
ADMH
Office of Contracts & Purchasing
RSA Union Building
100 North Union Street, Suite 570
Montgomery, AL 36104
Telephone Number (334) 353-7440
Email: leola.rogers@mh.alabama.gov

MAILING NOTE:

Proposals may be sent via Regular US Postal Service (USPS) Mail, Express/Overnight USPS Mail, commercial delivery service such as FedEx or UPS, or hand delivered by the closing date and time. Emailed or faxed responses are **not** accepted. Also, please note: All US Postal mail, including express/overnight mail that is dispatched to any State agency is processed thru the State mail facility before it is forwarded to the appropriate State agency, thus delaying its arrival to the department. By using the USPS, you assume the risk of delay that may result in your proposal being received late and therefore being determined to be untimely and will not be reviewed. Postmarks of the date mailed are insufficient; the proposal must **physically** be received at the listed office by the date and time specified regardless of the delivery service used. **All proposals received after the deadline will be deemed untimely and will not be reviewed.**

ADDITIONAL INFORMATION

1. Who **may** respond to this RFP? Vendors of telehealth equipment **and training**.
2. Who **may not** respond to this RFP? Staffing agencies, Employees of DMH, and current State employees.
3. In order to transact business in the State of Alabama all businesses domestic and foreign must be registered with the Alabama Secretary of State Office. (Domestic means within the State of Alabama. Foreign means out-of-state.) Website: www.sos.alabama.gov
4. If contracted with the State of Alabama, all vendors must enroll and actively participate in E-Verify. Website: <https://www.e-verify.gov/>
5. All vendors must register with STAARS Vendor Self Service. Website: <https://procurement.staars.alabama.gov/webapp/PRDVSS1X1/AltSelfService>
6. The Department of Mental Health reserves the right to reject any and all proposals if RFP instructions are not adhered to, such as: received after deadline (see mailing note), requested # of submissions not received.

The Alabama Department of Mental Health (ADMH) Substance Abuse Services Division is soliciting proposals from qualified firms and/or individuals to provide telehealth equipment and telehealth training on equipment in the State of Alabama.

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SECTION I

Background:

The Alabama Department of Mental Health (ADMH) Office of Substance Use Treatment Services is incorporating a whole-person, integrated care approach into our standards of care and operation. In this approach, we are seeking to implement further telehealth technologies and equipment in rural communities to enhance the provision of substance use treatment services through the ADMH Telehealth Rural Expansion Experiment (THREE) Project. We are including telehealth services, to include opioid use disorder (OUD) services, and enhanced community wrap-around services within ten (10) of the most rural counties in the state of Alabama through the utilization of telehealth. The aforesaid ten (10) rural counties of Alabama are the following: Cherokee, Clarke, Clay, Lauderdale, Wilcox, Bibb, Pickens, Fayette, Lamar, and Winston. The ten (10) counties are exceptionally rural counties in Alabama (counties with a population less than 5,000 residents, per US Census Data), and such rurality presents barriers for residents in accessing behavioral health treatment and subsequent services. With telehealth equipment, we will reduce such barriers to accessing treatment and care for rural residents. The funding for this proposal is the result of a grant award under the FY21 Distance Learning and Telemedicine Grant Program administered by the Rural Utilities Services.

Research and insight into the current healthcare climate in the rural areas of Alabama demonstrate the need to further incorporate telehealth systems and corresponding equipment into ongoing treatment and service provision strategies particularly related to Alabama's Strategic Opioid Response (SOR) funding criteria of Medication Assisted Treatment (MAT) for those individuals diagnosed with an Opioid Use Disorder (OUD). Research demonstrates the need to present sustainable strategies for improving treatment outcomes extending beyond the traditional focus of rural disparities through the innovative promotion of disease management, telehealth technologies, and enhanced service provision and delivery. By placing interactive telehealth technologies in the identified counties, we can expand access to treatment and care in rural areas experiencing barriers to accessing behavioral healthcare. Telehealth technology will reduce the challenging obstacles experienced by rural residents in accessing substance use and mental health treatment.

New service provision and healthcare marketing campaigns are aimed towards creating inventive strategies to address and prioritize rural health disparities with specific attention to the following three needs: 1) addressing and reducing the challenging barriers to accessing treatment services for residents in rural communities; 2) increasing and improving access to health education and behavioral healthcare treatment including treatment for Substance Use Disorders (SUD) and Opioid Use Disorders (OUD) for rural residents of Alabama; and, 3) utilizing telehealth to bridge the gaps in treatment and healthcare services caused by provider shortages in rural areas of the state. Through this opportunity, access to telehealth services and the subsequent treatment will significantly impact some of the most rural counties in Alabama and contribute to greater health outcomes.

Scope of Work:

The requested technologies will further enhance a hub-and-spoke service delivery approach for substance abuse treatment providers to create a mechanism for reducing healthcare disparities and expanding the use

of evidenced-based practices through telehealth. This project will place interactive, telehealth technology systems within ten (10) rural, end-user sites to enable access to mental health and substance abuse care in rural counties of Alabama. All proposed equipment products are H.323/SIP capable and adhere to open standards. The proposed telecommunications system plan (TSP) is to be a video conferencing plan to include the Group Series 500 HD codec, the main piece of equipment providing standards-based protocol for connection endpoints within video and communication calls. It also includes a high-definition (HD) camera, complete with pan, tilt, zoom capabilities, and a microphone for an enhanced audio and visual interaction.

The selected equipment vendor will be responsible for the following tasks related to this project:

1. Guiding the design and implementation of all project hardware and software equipment.
2. Delivering and installing of all telehealth equipment at all designated end-user sites.
3. Implementing training on telehealth equipment usage and maintenance.
4. Completing data collection related to the telehealth equipment.

Durations:

The contract for services will encompass up to a three (3) year period. All pricings should include services that cover both hardware and software support for this timeframe.

Hardware Solution:

Equipment quoted should include at a minimum of mobile cart, at least a 55” interactive display, PTZ camera, audio hardware, and configuration to provide telehealth service. Options for other equipment and options will be taken into consideration as long as they meet ADMH guidelines and pricing is provided.

Software Solution:

Software must be certified on the latest operating systems available. Updates to systems will be maintained to ensure HIPAA compliant use and upgrades should be included in the scope of the proposal. Currently ADMH supports Microsoft Windows 10 for its desktop operating systems. Hosted server system must show compliance certifications and procedures for maintaining security and system health.

End-User Site Locations:

Site Number	Site Name	Site Designation (Hub; Hub/End-User; End-User)
1	Family Life Center, Inc. (Cherokee Co.)	End-User
2	Insight Treatment Program (Clarke Co.)	End-User
3	Grace Recovery for Women (Clay Co.)	End-User
4	Substance Abuse Council of Northwest Alabama (Freedom House - Lauderdale Co.)	End-User
5	Aletheia House (Wilcox Co.)	End-User
6	Indian Rivers Mental Health Center (Bibb Co.)	End-User

7	Indian Rivers Mental Health Center (Pickens Co.)	End-User
8	Northwest Alabama Mental Health (Fayette Co.)	End-User
9	Northwest Alabama Mental Health (Lamar Co.)	End-User
10	Northwest Alabama Mental Health (Winston Co.)	End-User

The two existing hub sites are the following: 1) ROSS in Jefferson County; and, 2) ROSS in Montgomery County. These two provider agencies currently function as two hub sites and will continue to operate as the hub sites within the telecommunications systems plan (TSP). These hub sites are currently part of the existing Telehealth Network providing telehealth services in Alabama.

The identified end-user sites to receive and utilize telehealth systems are located in the following exceptionally rural counties (counties with a population less than 5,000 residents, per US Census Data): Cherokee, Clarke, Clay, Lauderdale, Wilcox, Bibb, Pickens, Fayette, Lamar, and Winston. Telehealth equipment and services provided within the aforesaid ten counties will increase treatment access in rural and underserved communities while enhancing care coordination overall. The ten end-user sites are the following: 1) Family Life Center, Inc.; 2) Insight Treatment Program; 3) Grace Recovery for Women; 4) Substance Abuse Council of Northwest Alabama (Freedom House); 5) Aletheia House; 6) Indian Rivers Mental Health Center (Bibb County); 7) Indian Rivers Mental Health Center (Pickens County); 8) Northwest Alabama Mental Health (Fayette County); 9) Northwest Alabama Mental Health (Lamar County); and, 10) Northwest Alabama Mental Health (Winston County). All ten end-user sites are active treatment provider agencies certified by the Alabama Department of Mental Health (ADMH).

Security:

All solutions must follow HIPAA guidelines and BAA agreements as required for any vendor that could potentially have access to protective health information (PHI).

Integrations:

Integrations into electronic healthcare record (EHR) systems should be included in the proposal. List any existing interfaces being used by other customers as well as pricing that would be charged for a new interface with a vendor not yet supported.

Reporting:

System proposal should include standard reporting capabilities as well as ability to create ad-hoc or custom reports needed by providers or ADMH.

SECTION II

A. Proposal Content

Each proposal is to contain specific responses to each of the following requests and respondents are encouraged to respond fully to each inquiry, but to be as concise as possible. Submit the response to each item with the item reproduced at the top of the page of the response.

1. Submit a cover letter summarizing your proposal. Limit the cover letter to no more than one page.
2. Attach the Vendor Contact Page.
3. A Table of Contents of the submitted information.
4. Attach vendor information to include:
 - Include previous experience.
 - Include knowledge of the requested services and/or any special training.
 - Include any information pertaining to the respondent's abilities to provide the scope of work for this RFP.
5. Attach a **detailed** budget.
6. Attach detailed architecture of equipment for utilization.
7. All pages should be numbered consecutively beginning with **number 1** after the cover letter.
8. Submit three (3): one (1) original, one (1) copy, and one digital copy (thumb drive) of your entire proposal.
9. Clearly print on the outside of the envelope **RFP 2022-17-Telehealth.**

Your entire proposal must be received at the following address no later than **2:00 pm on Monday, December 20, 2021. Please review the mailing note.** All proposals received after the deadline will be deemed untimely and will not be reviewed.

Submit RFP Responses To:

AL Department of Mental Health
Office of Contracts & Purchasing
RSA Union Building
100 N. Union Street, Suite 570
Montgomery, AL 36104

The Department of Mental Health assumes no responsibility for expenses incurred in the preparation of the proposal and reserves the right to reject any and all proposals. Additionally, ADMH reserves the right to waive irregularities in any proposals and request clarification of any information, and negotiate with the firm and/or individual submitting the best proposal to secure more favorable conditions.

B. Evaluation Process

ADMH will examine each proposal submitted and may elect to conduct interviews with finalists. The department expects a final selection on or before January 31, 2022.

C. Selection Criteria

Selection shall be based on factors to be developed by the procuring state entity, which may include among others, the following:

1. Specialized expertise, capabilities, and technical competence, as demonstrated by the proposed approach and methodology to meet project requirements.
2. Resources available to perform the work, including any specialized services within the specified time limits for the project.
3. Record of past performance, quality of work, ability to meet schedules, cost control and contract administration.
4. Availability to and familiarity with the project locale.
5. Proposed project management techniques.
6. Ability and proven history in handling special project contracts.

D. Evaluation Criteria

Proposals will be evaluated based on their responsiveness to the items contained in the content section of this Request for Proposal. It is expected that the review committee will rate responses according to the following ways:

1. Experience, stability and reputation –35%
2. Understanding of and responsiveness to the Request for Proposal – 15%
 - A. Understanding of technological architecture outlined within Request for Proposal
3. Expertise and knowledge of the requested service – 35%
4. Budget – 15%

SECTION III

RFP 2022-17 **SCHEDULE OF EVENTS** (All times are in Central Time)

The following RFP Schedule of Events represents the ADMH's best estimate of the schedule that shall be followed. *Except for the deadlines associated with the vendor question and answer periods and the proposal due date, the other dates provided in the schedule are estimates.* ADMH reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. Notification of any adjustment to the Schedule of Events shall be posted on the RFP website at www.mh.alabama.gov for review.

Date	Item	Methods
November 19, 2021	RFP Release	USPS, ADMH Website, and STAARs website
November 29, 2021 by 12:00 pm	Deadline to submit RFP questions or requests for clarification in Word	Email to leola.rogers@mh.alabama.gov
December 3, 2021	RFP Q&A to be posted for review	ADMH website www.mh.alabama.gov
December 20, 2021 2:00pm	Three (3) RFP Submissions 1 original, 1 copy & 1 electronic (thumb drive)	USPS or FedEx or UPS (Review mailing note)
December 20, 2021 2:00 pm	RFP Closing Date	USPS or FedEx or UPS (Review mailing note)
January 31, 2022 Approximately	Notification of selection status	USPS (In writing)
Submit RFP Responses To: AL Department of Mental Health Office of Contracts & Purchasing RSA Union Building 100 N. Union Street, Suite 570 Montgomery, AL 36104		

CONTACT PAGE

RFP 2022-17

Legal Name: _____

Address: _____

Agency Contact: _____

(If applicable)

Phone: _____